

FIG. 1a

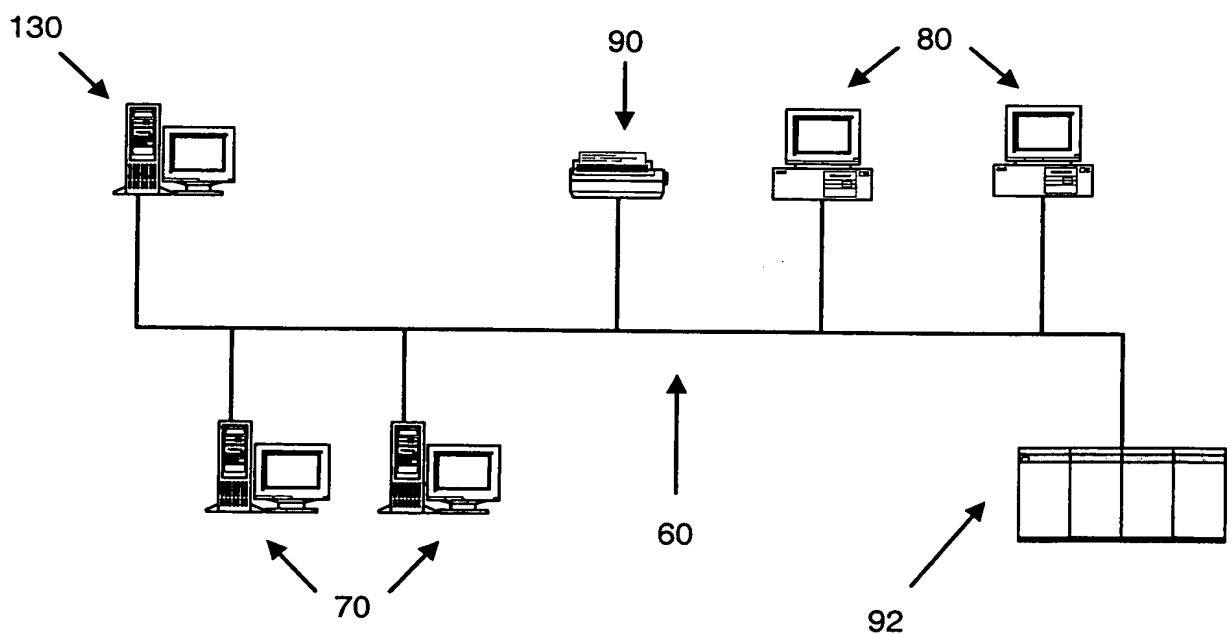


FIG. 1b

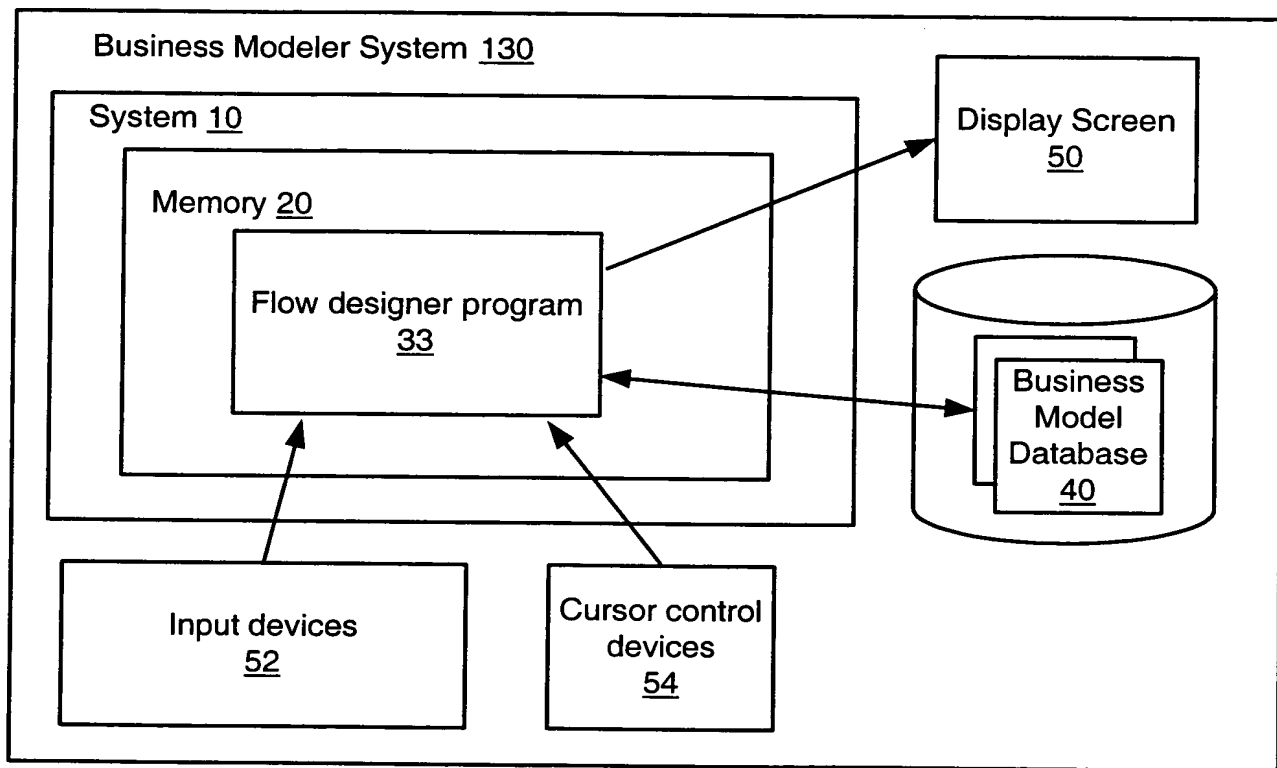


FIG. 1c

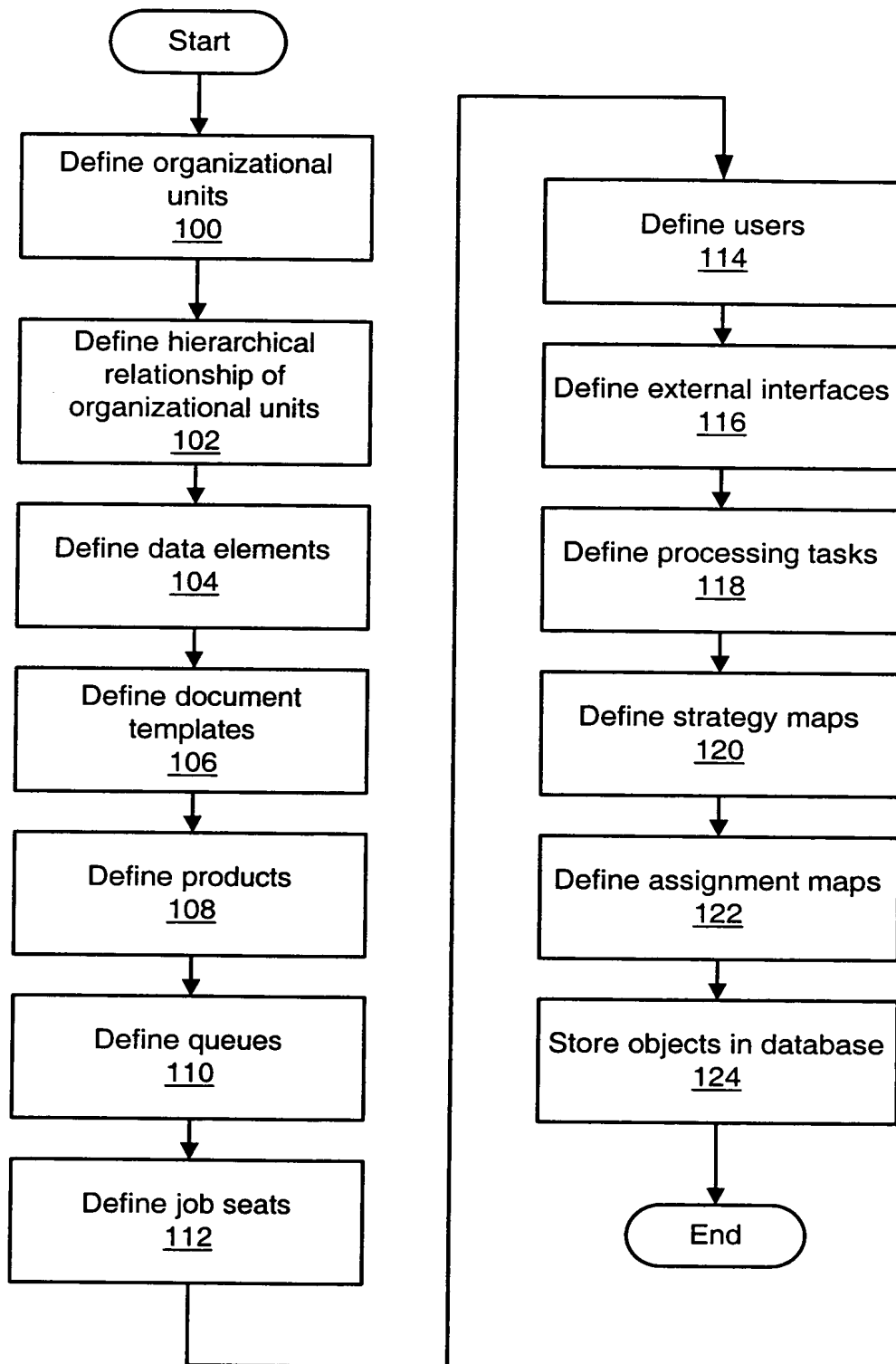


FIG. 2a

120

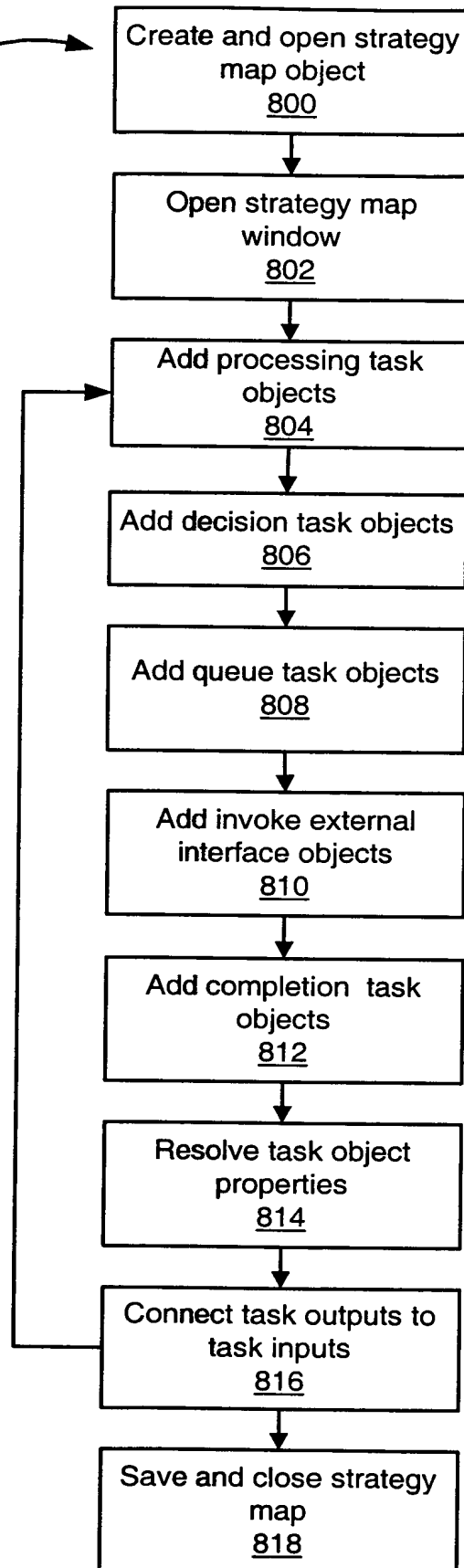


FIG. 2b

122

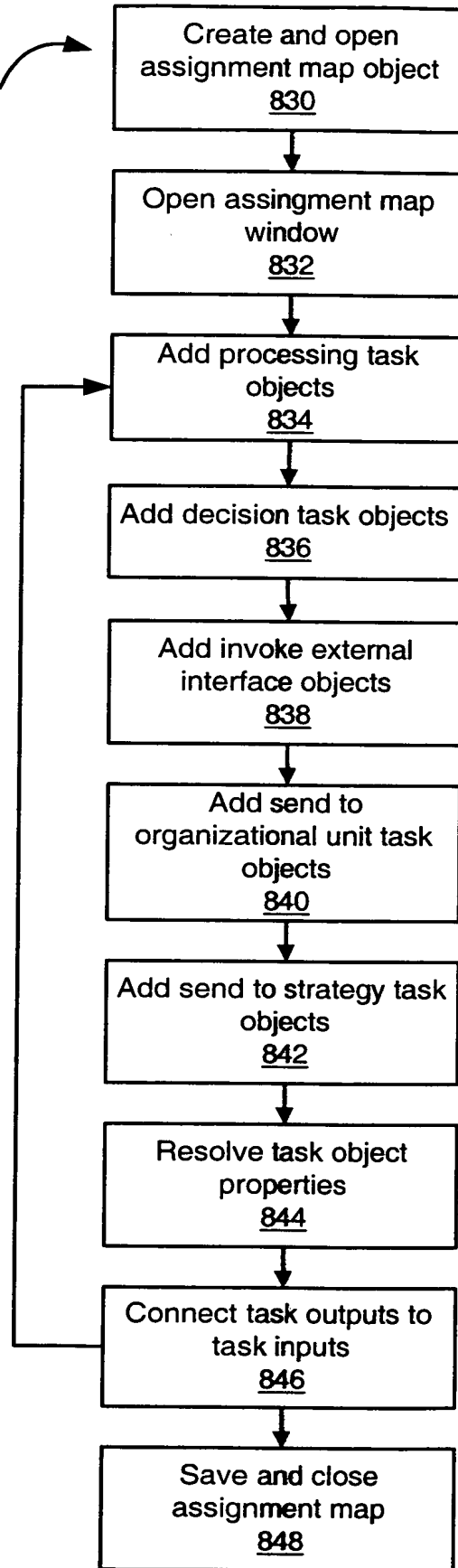


FIG. 2c

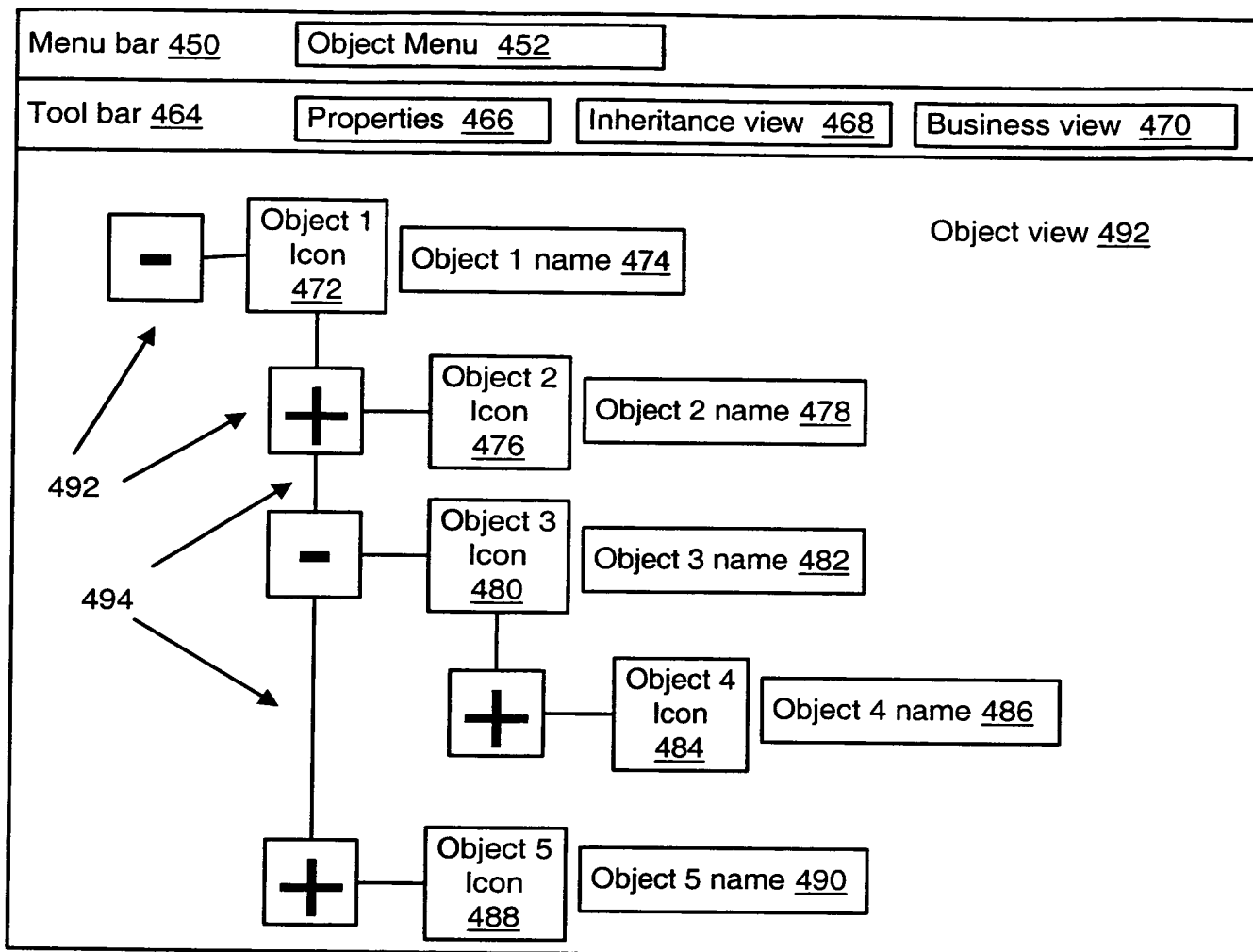


FIG. 3a

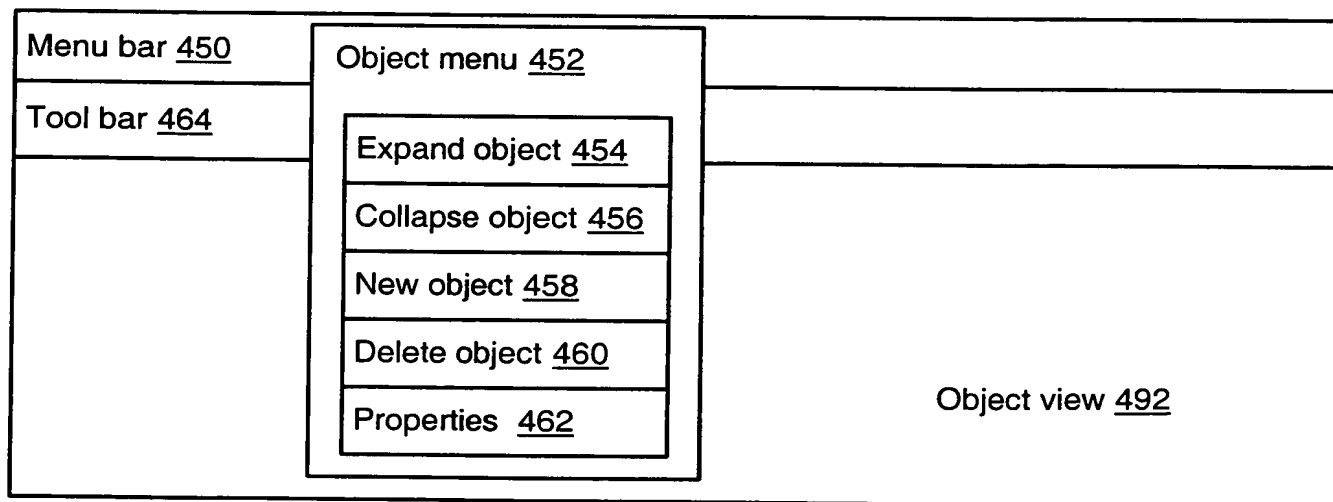


FIG. 3b

FIG. 4 is a schematic diagram of an object property sheet 500. The object property sheet 500 includes an object type and name field 502, an audit properties field 510, a history properties field 508, a security properties field 506, and a general properties field 504. The general properties field 504 includes three property rows. Each property row includes a checkbox 524, a property name field, and a property value field. The first property row includes a checkbox 524, a property name field 512, and a property value field 514. The second property row includes a checkbox 524, a property name field 516, and a property value field 518. The third property row includes a checkbox 524, a property name field 520, a property value field 522, and a field 526. The object property sheet 500 also includes an OK button 528 and a Cancel button 530.

Object type and name 502

Object property sheet 500

Audit properties 510

History properties 508

Security properties 506

General properties 504

<input type="checkbox"/>	Property 1 Name <u>512</u>	Property 1 Value <u>514</u>	
<input type="checkbox"/>	Property 2 Name <u>516</u>	Property 2 Value <u>518</u>	
<input type="checkbox"/>	Property 3 Name <u>520</u>	Property 3 Value <u>522</u>	<u>526</u>

OK Button 528 Cancel Button 530

FIG. 4

Business Modeler System 130

Inheritance View 132

Business Modeler Desktop 134

Shared channels 136

Shared document templates 138

Shared data elements 140

Shared external interfaces 142

Shared processing calendars 144

Shared processing tasks 146

Users 148

FSO Systems 150

FIG. 5a



Business Modeler System 130

Inheritance View 132

Business Modeler Desktop 134

FSO Systems 150

Account acquisition 152

Organizational unit 154

Organizational unit 156

Organizational unit 158

Organizational unit 160

Organizational unit 162

Account collections 164

Organizational unit 166

Organizational unit 168

FIG. 5b

Business Modeler System 130

Inheritance View 132

Account acquisition 152

Organizational unit 154

Document templates 170

Products 172

Processing tasks 174

Master Assignment 176

Strategies 178

Queues 180

Job seats 182

Organizational unit 156

Organizational unit 160

FIG. 5c

Business Modeler System 130

Inheritance View 132

Account collections 164

Organizational unit 166

Agencies 184

Queues 186

Processing tasks 188

Master Assignment 190

Strategies 192

Job seats 194

Data elements 196

Document templates 198

FIG. 5d

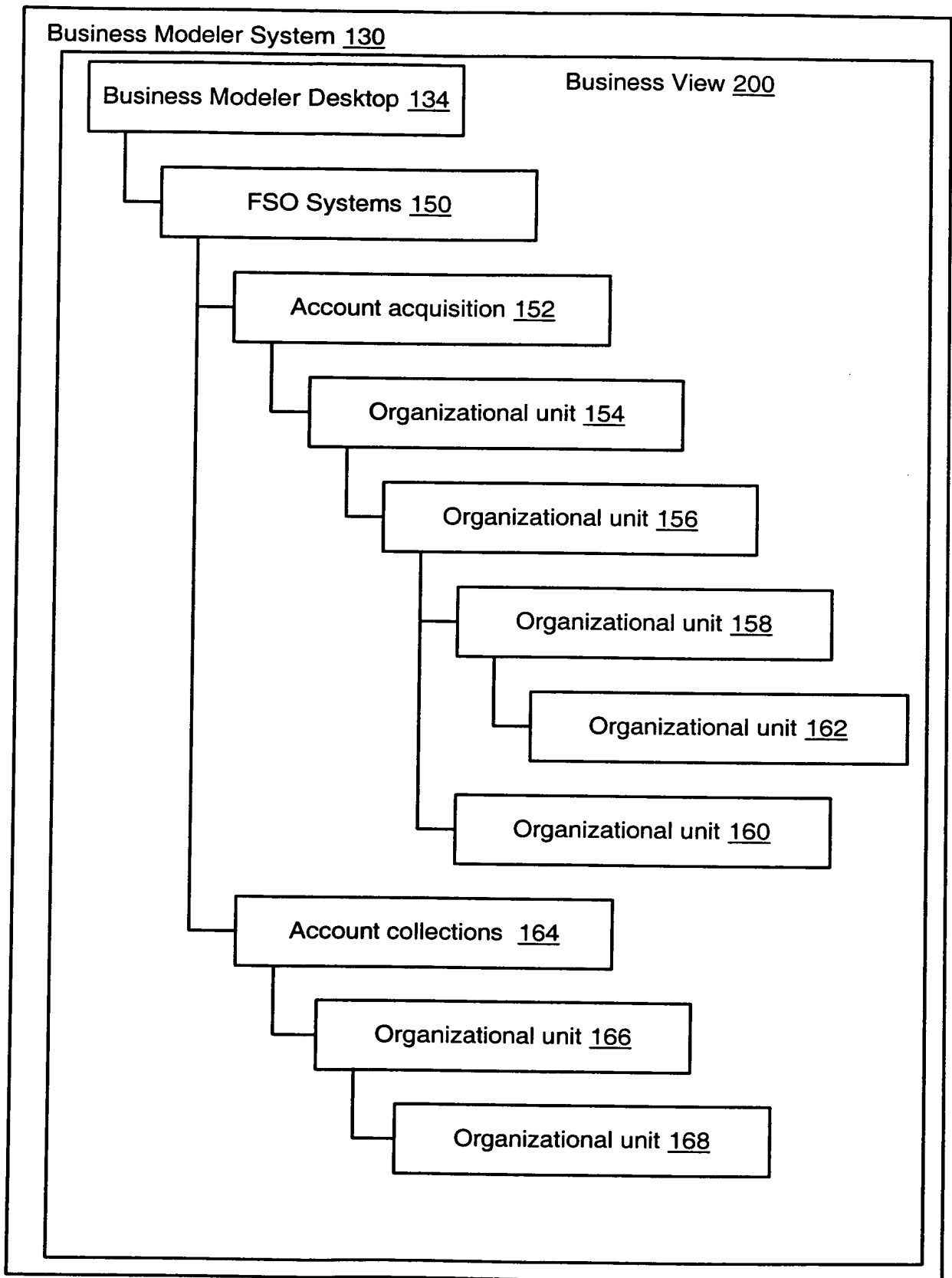


FIG. 6a

Business Modeler System 130

Business View 200

Account acquisition 152

Organizational unit 154

Document templates 170

Products 172

Processing tasks 174

Master Assignment 176

Strategies 178

Processing calendar 206

Queues 180

Job seats 182

External interfaces 208

Organizational unit 156

FIG. 6b

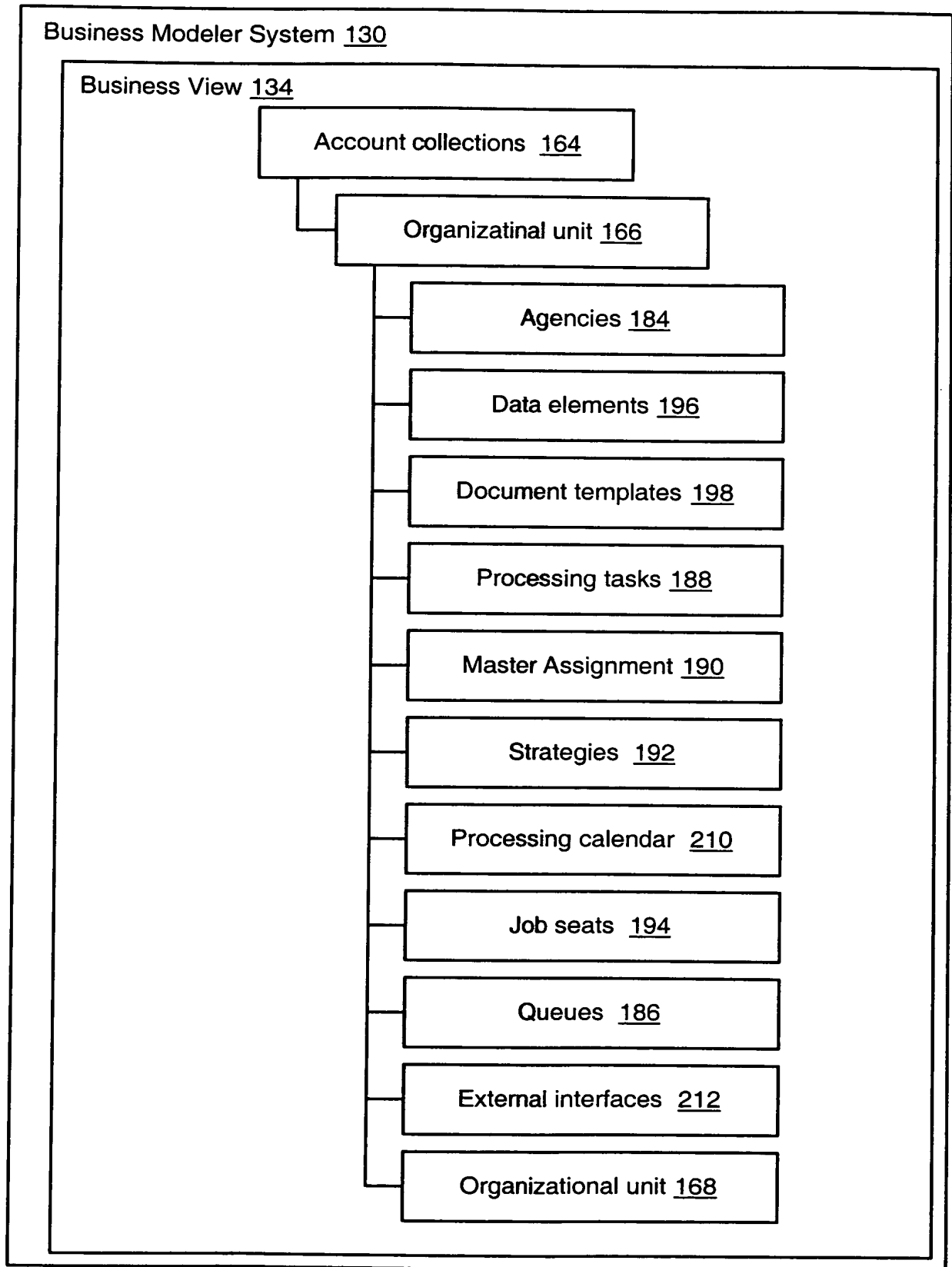


FIG. 6c

Business Modeler System 130

Document Template Design 230

Template 232

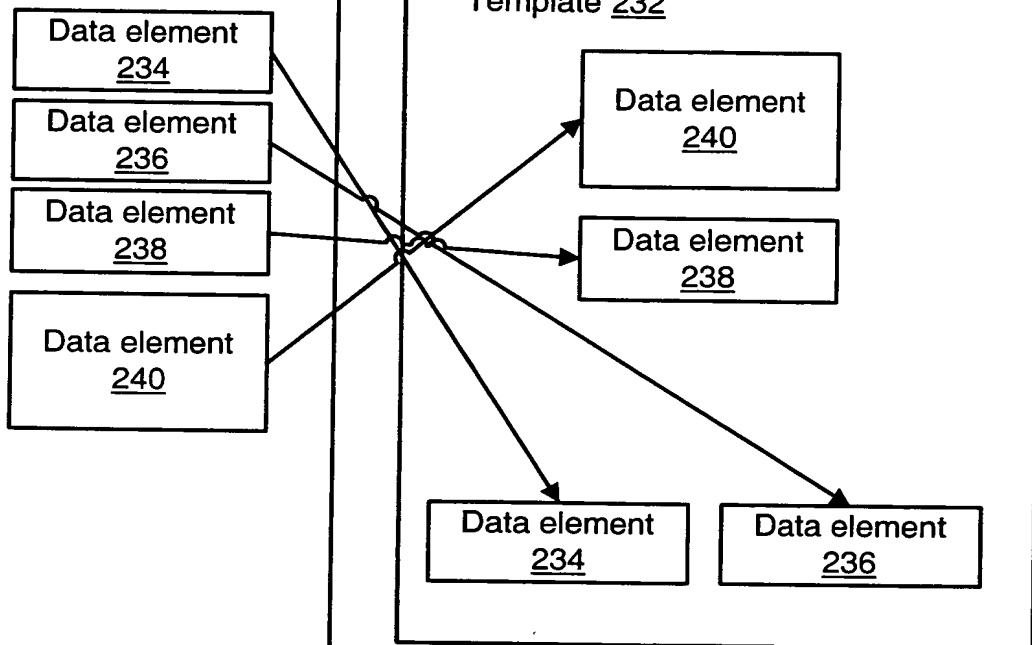


FIG. 7

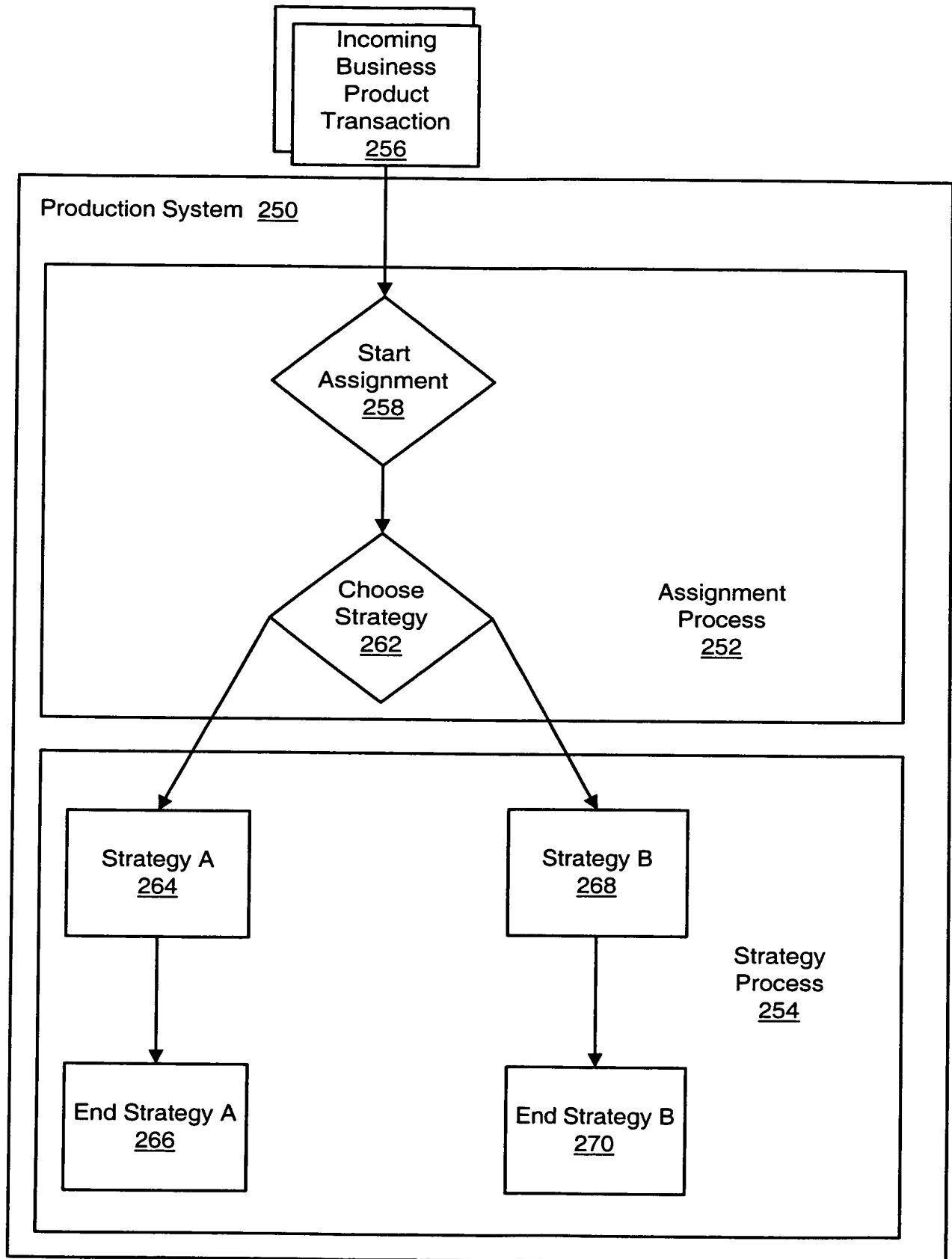


FIG. 8a



Business Modeler System 130

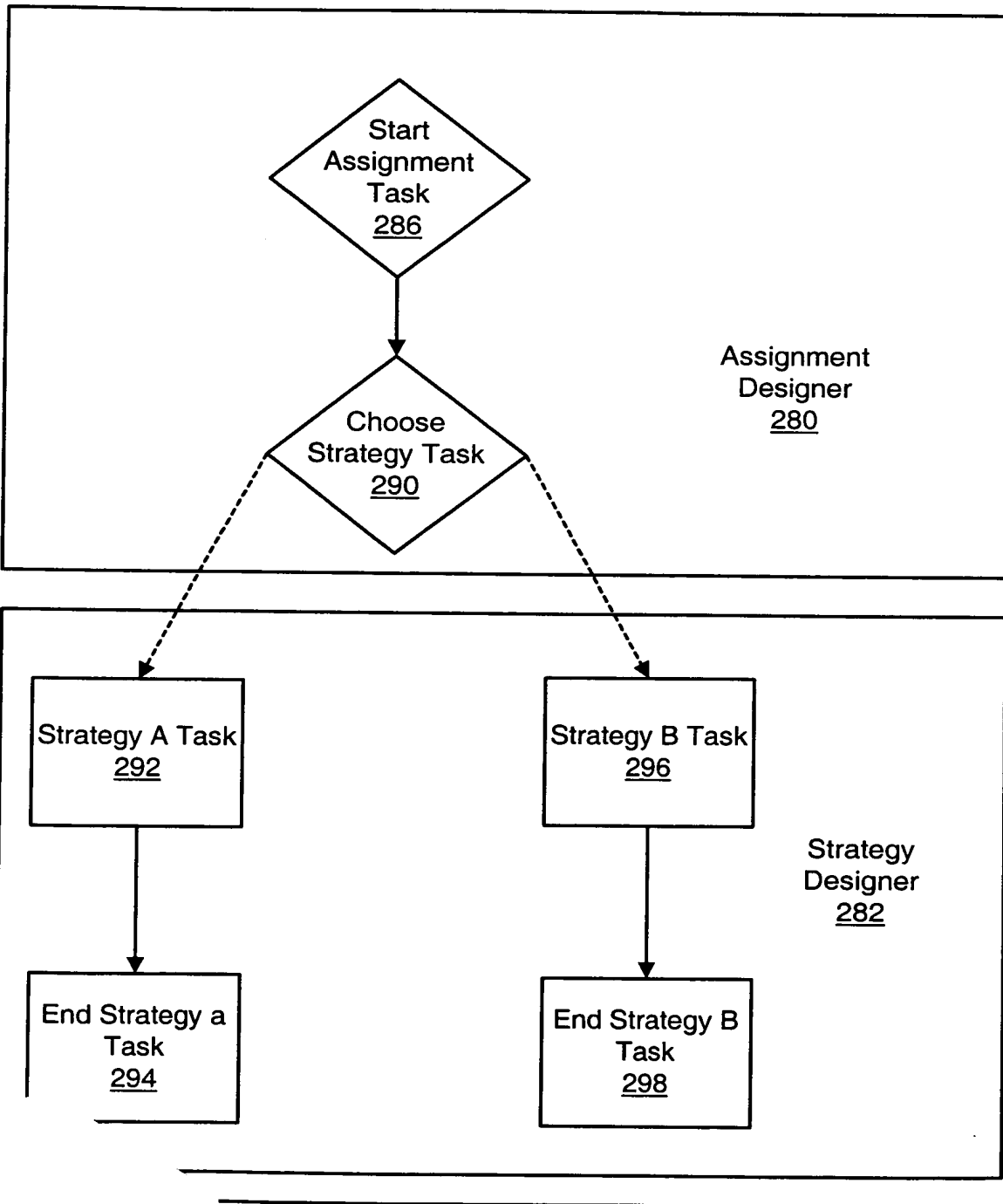


FIG. 8b

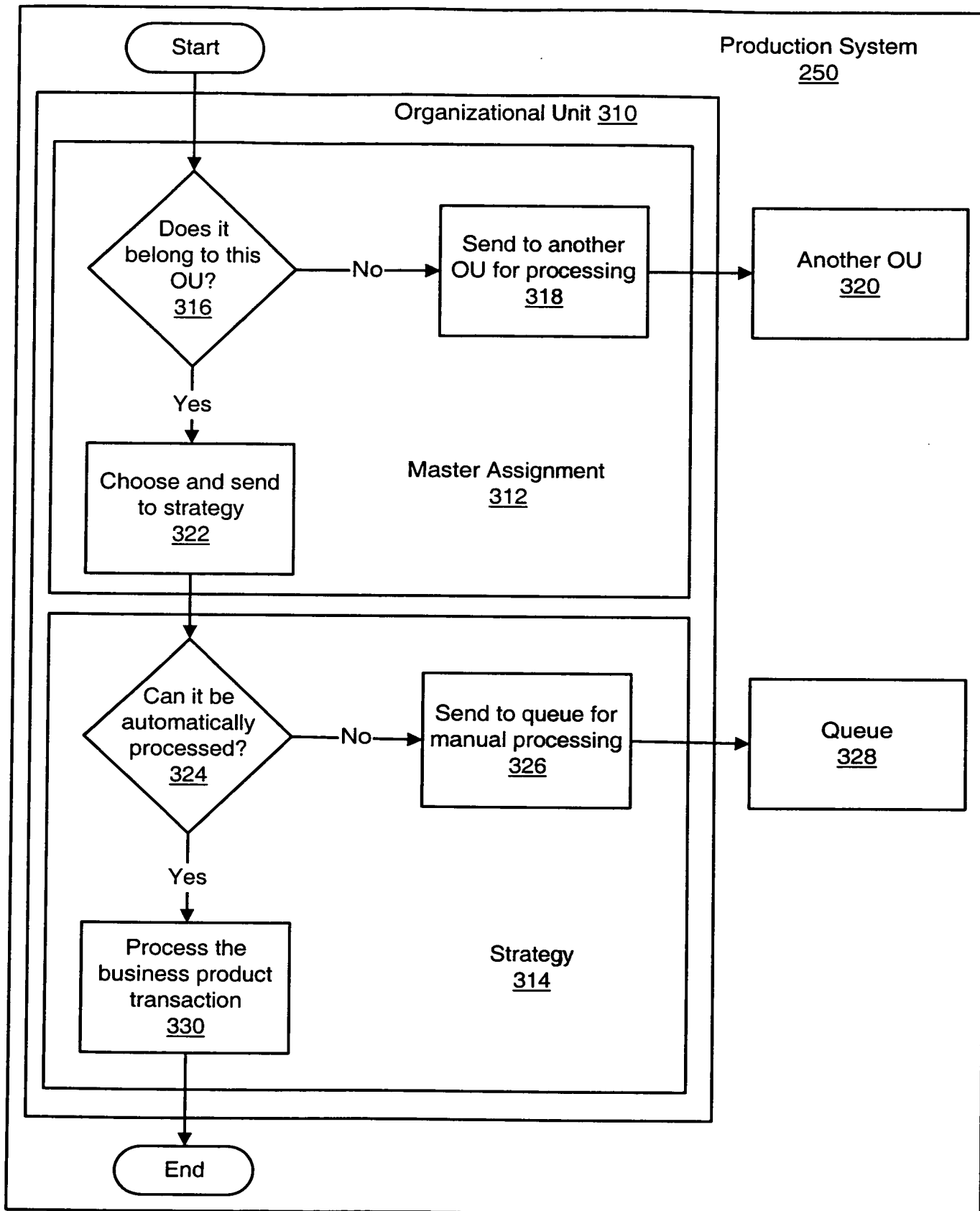


FIG. 9

Business Modeler System 130

Assignment Designer 280

Organizational Unit A Master Assignment 340

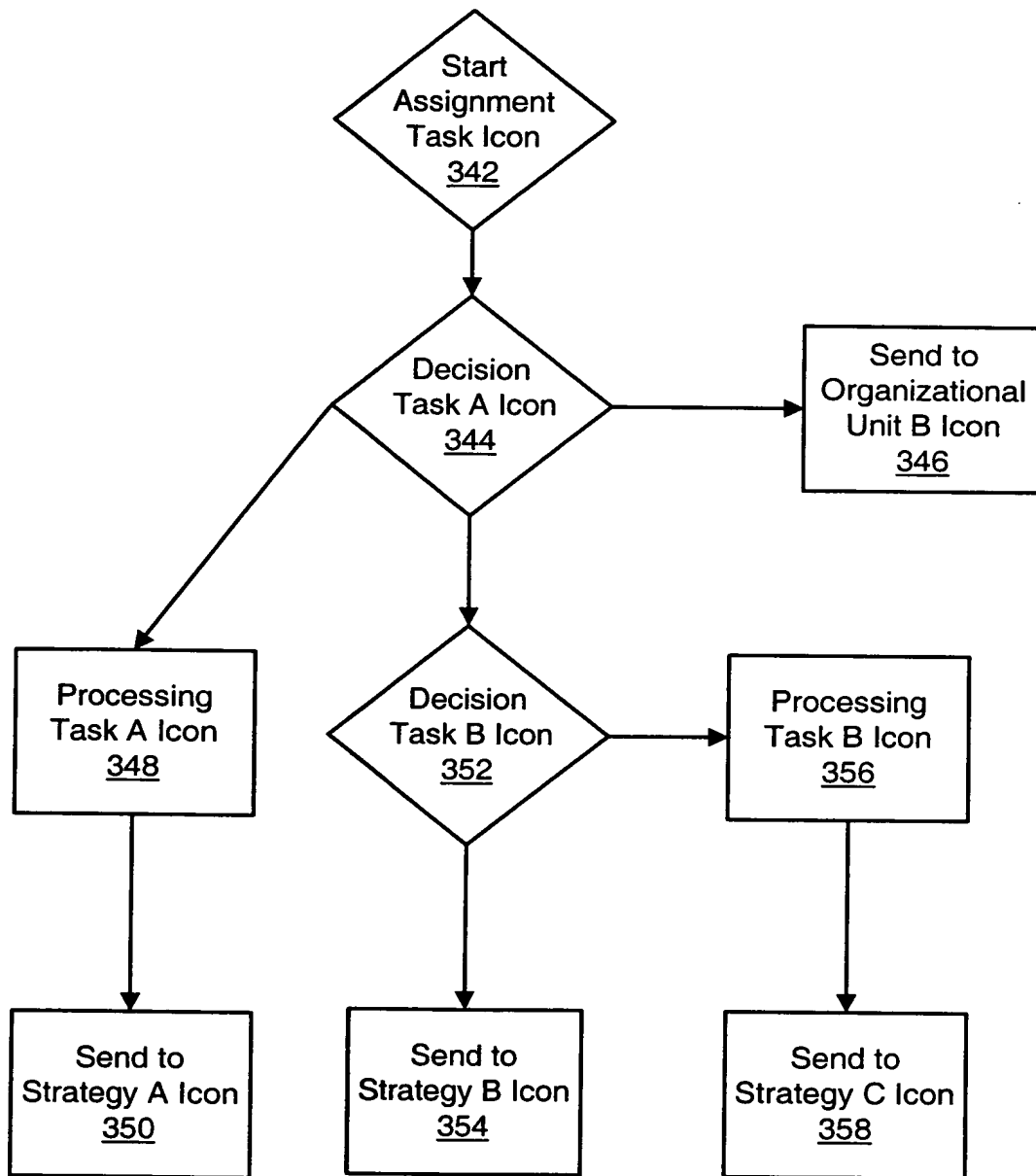


FIG. 10

Business Modeler System 130

Strategy Designer 282

Organizational Unit A Strategy A 360

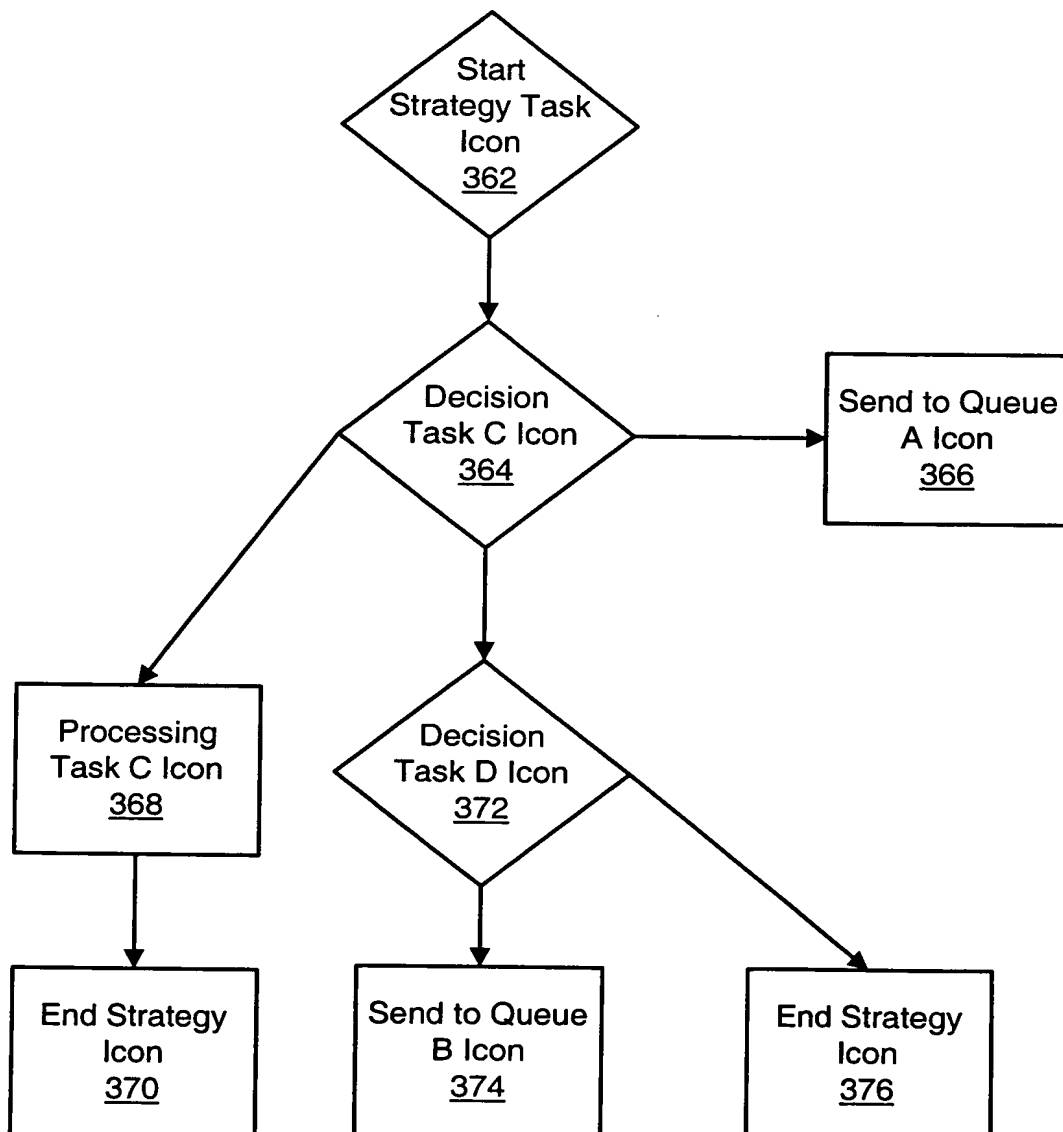


FIG. 11

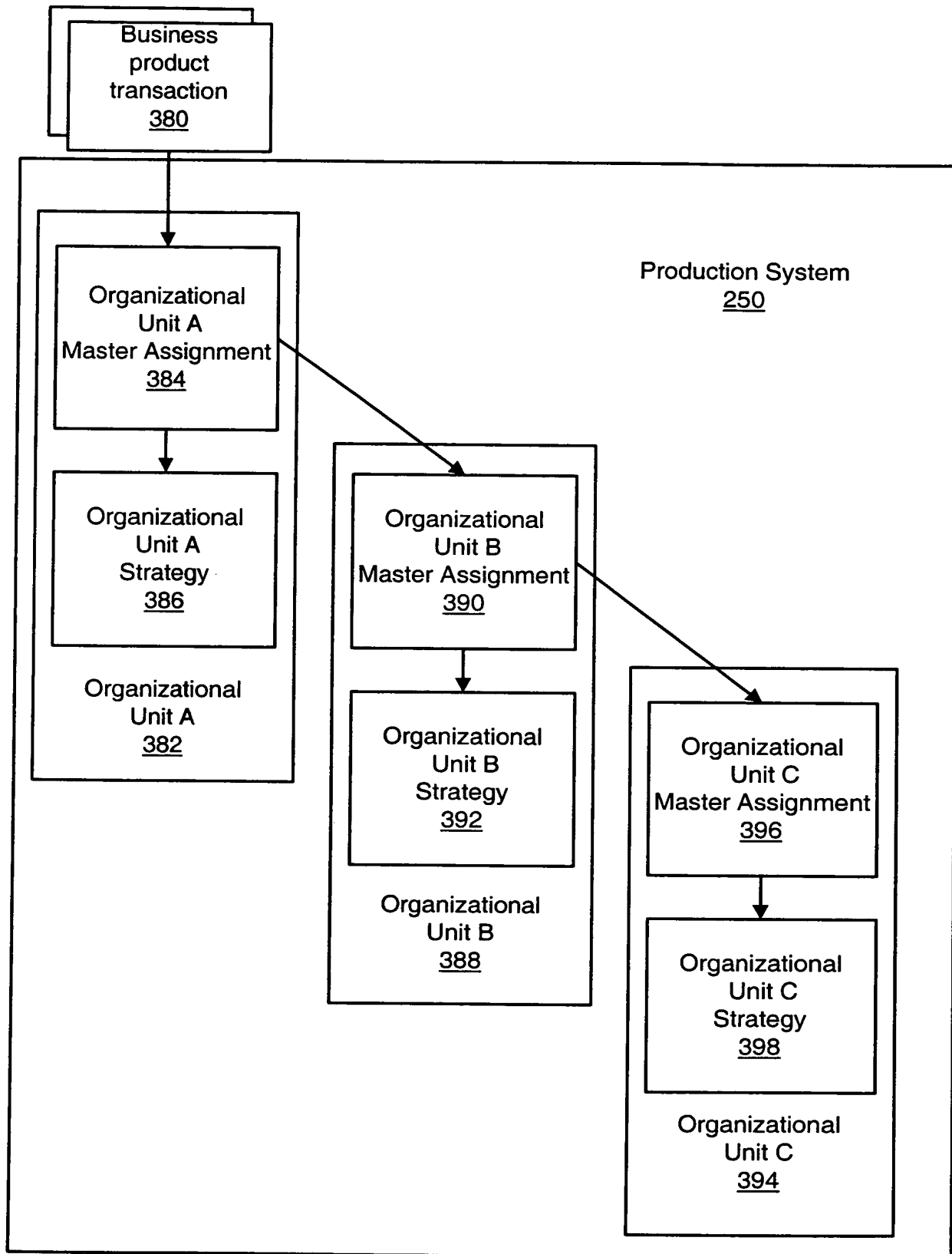


FIG. 12

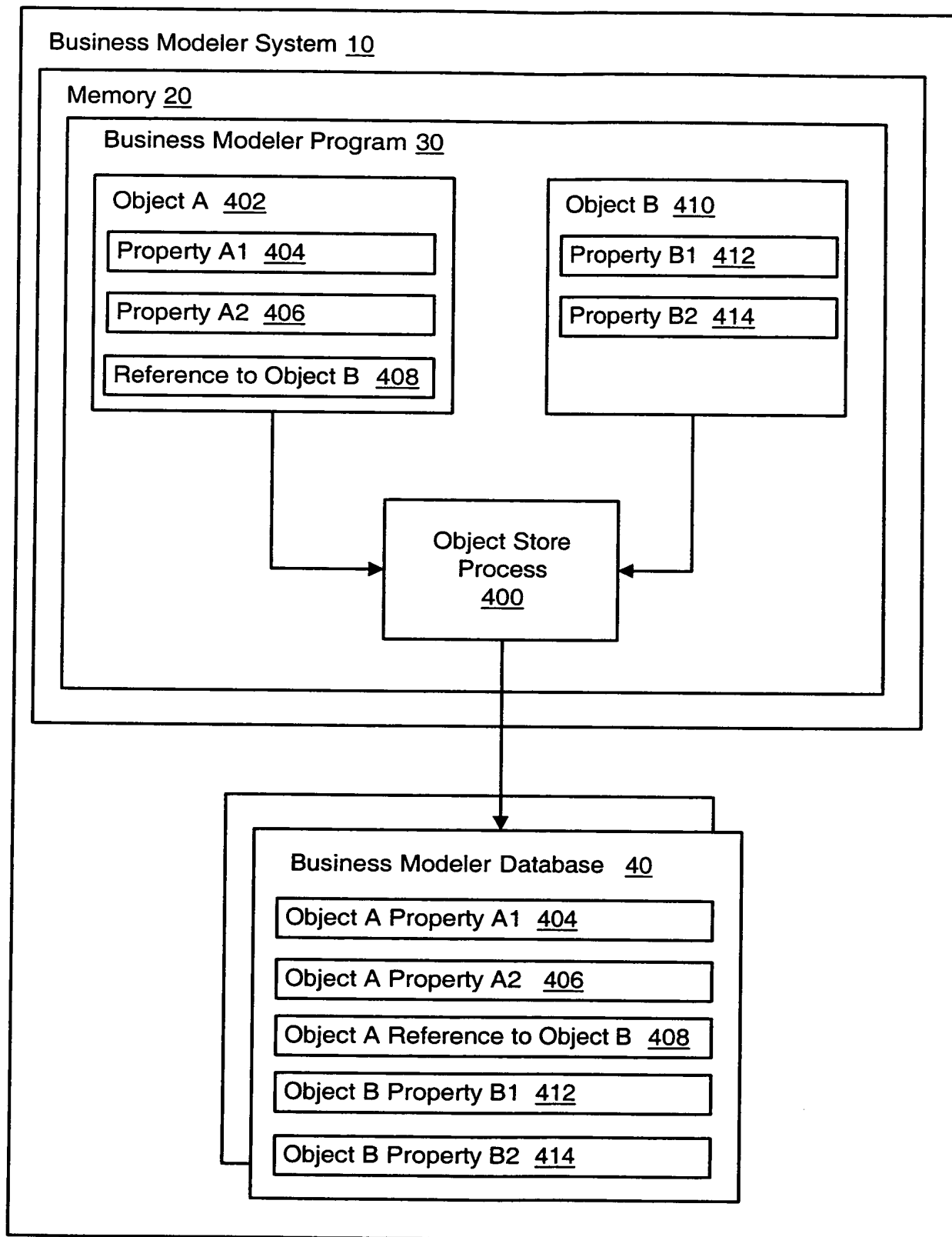


FIG. 13

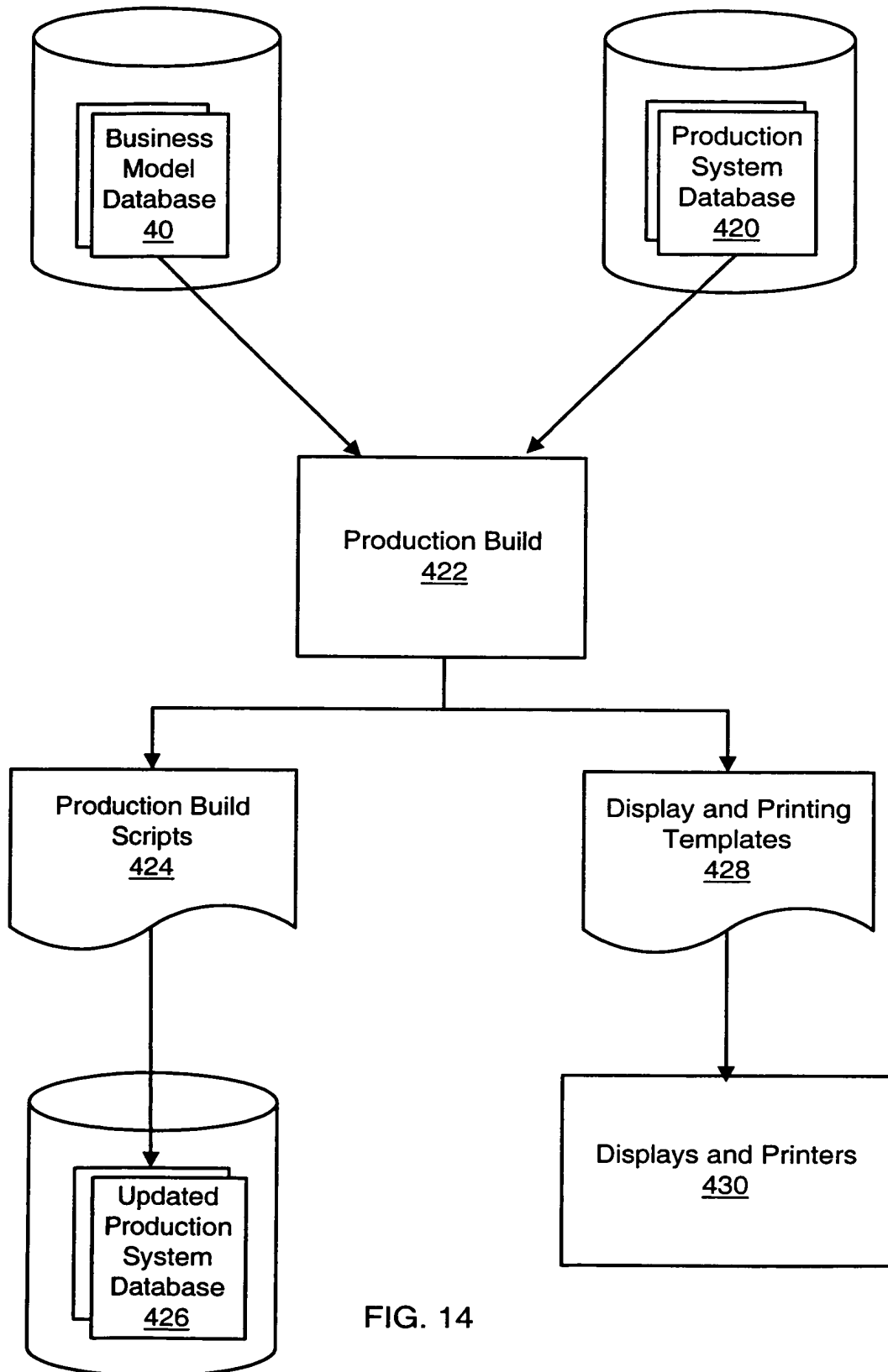


FIG. 14

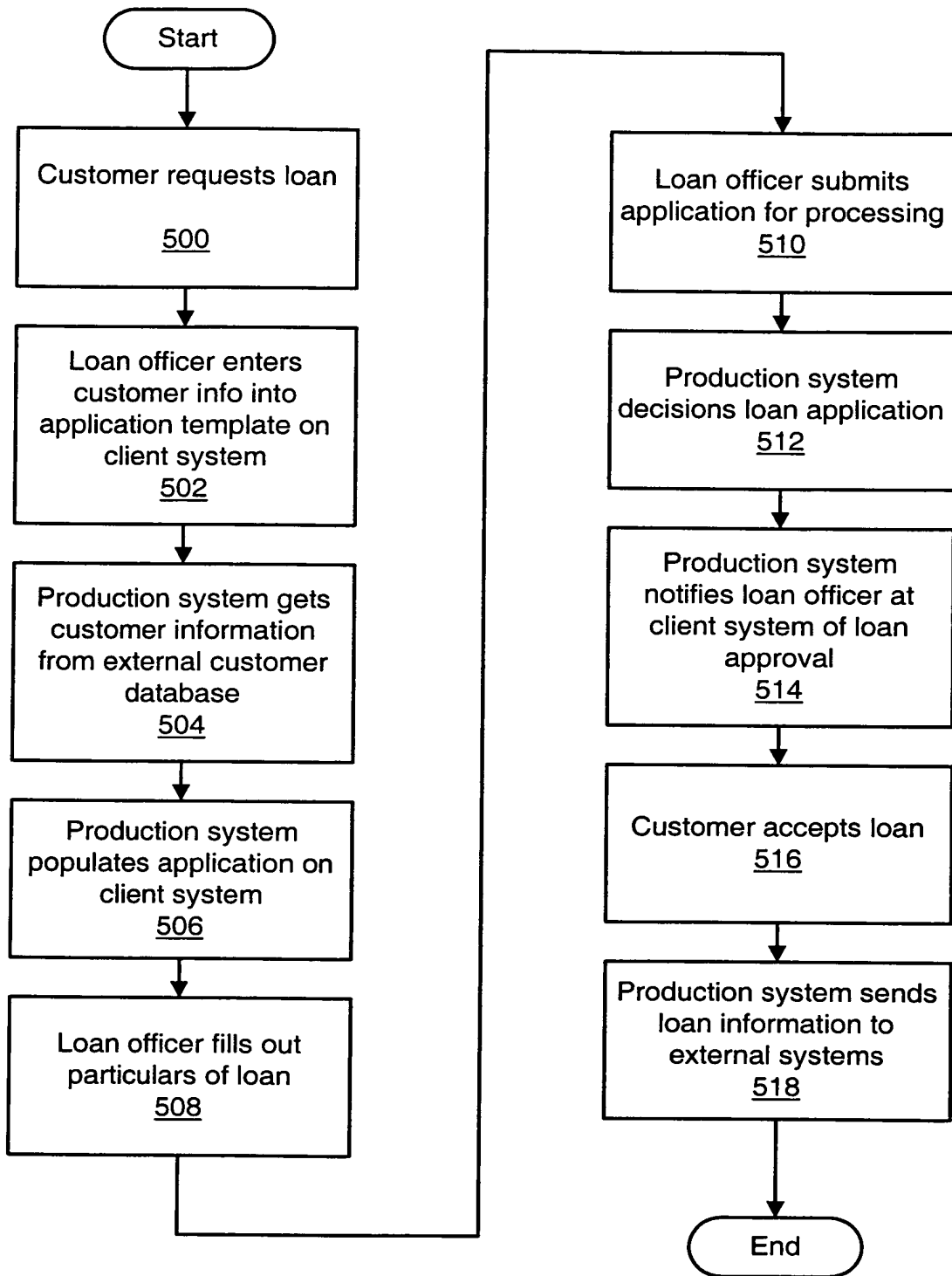


FIG. 15



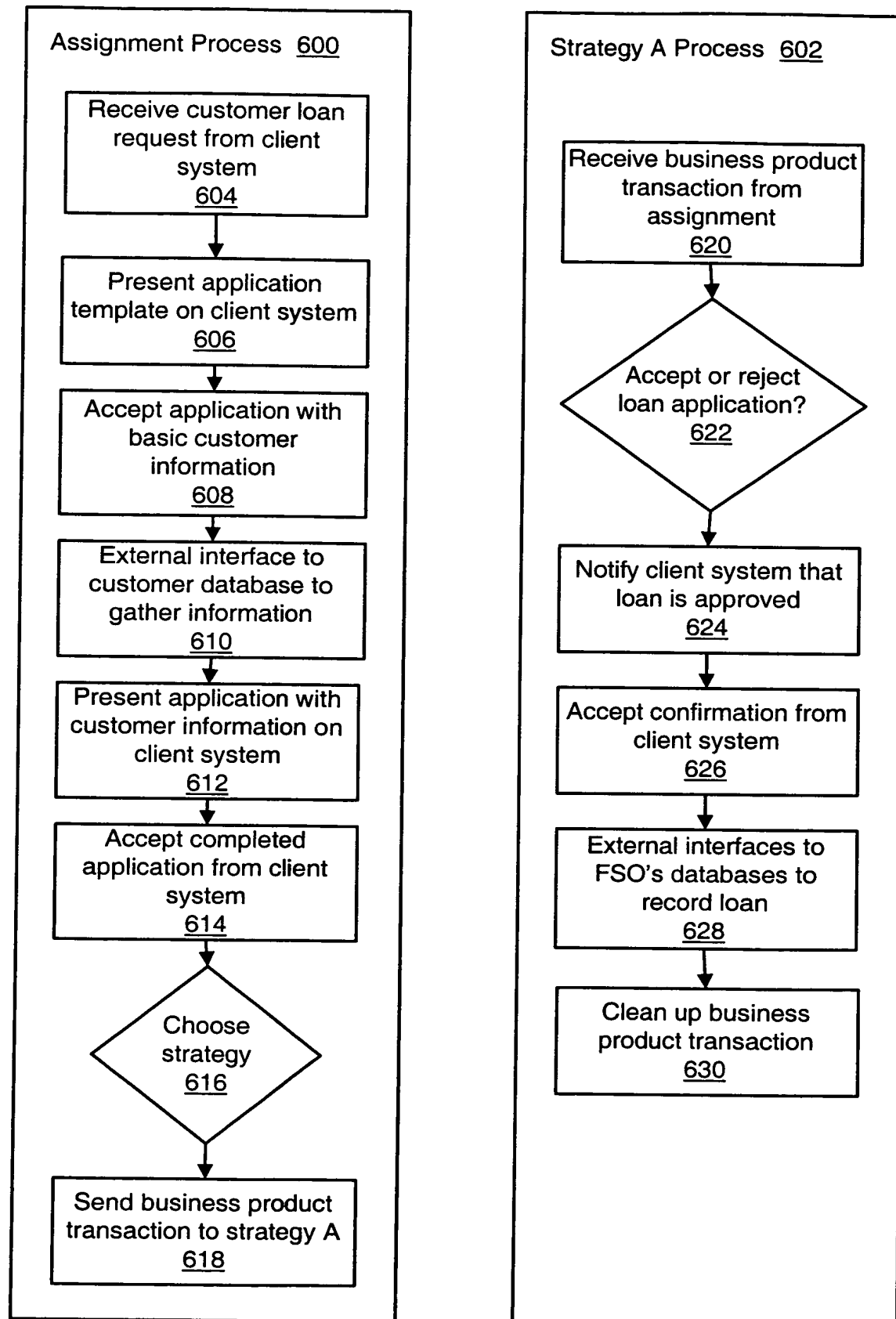


FIG. 16

FIG. 17

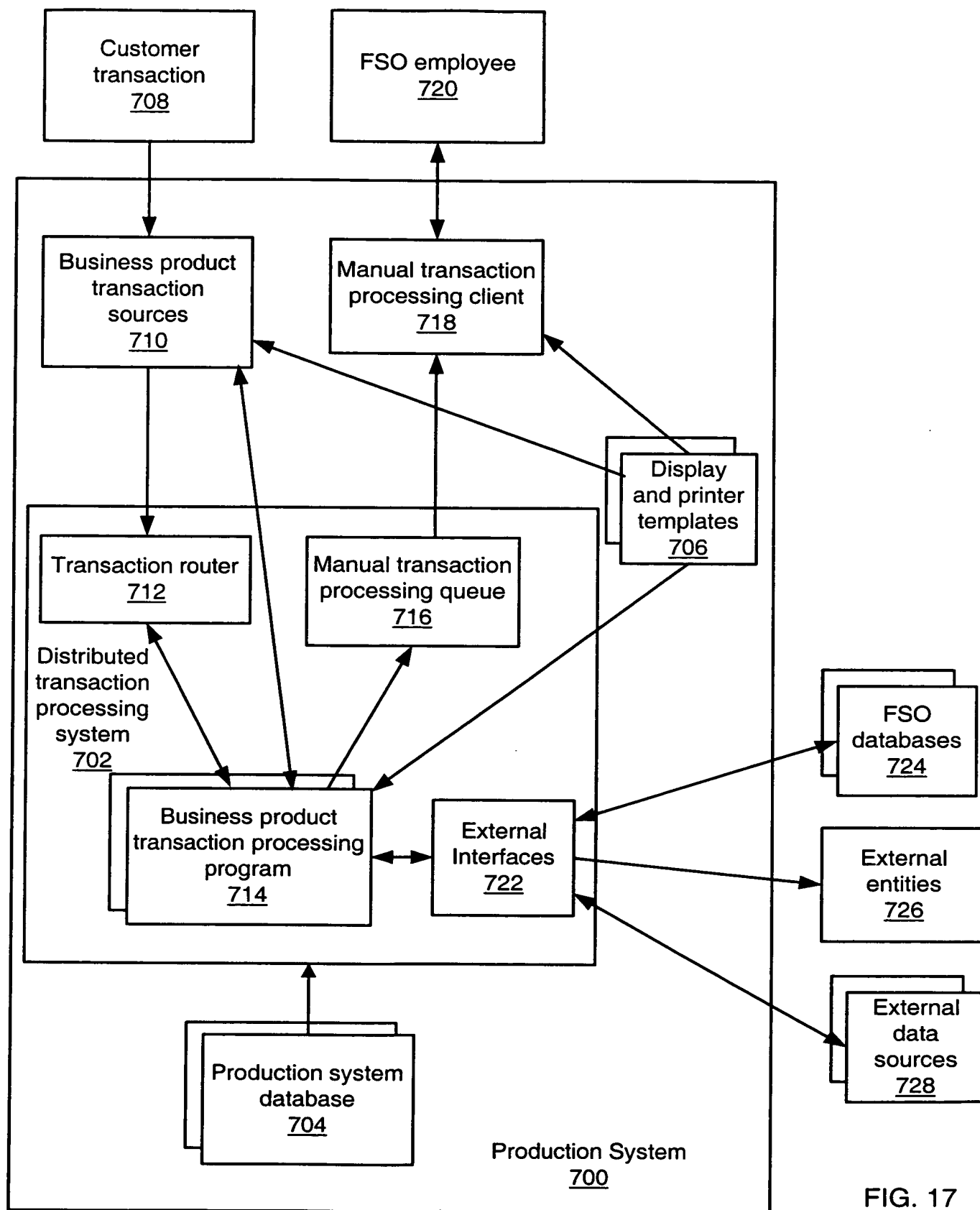


FIG. 17

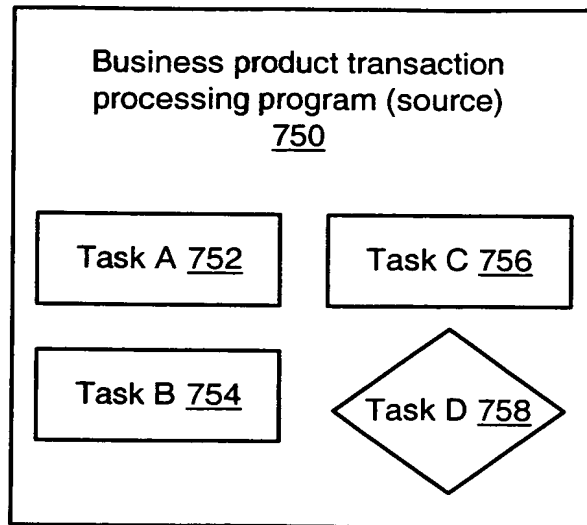


FIG. 18a

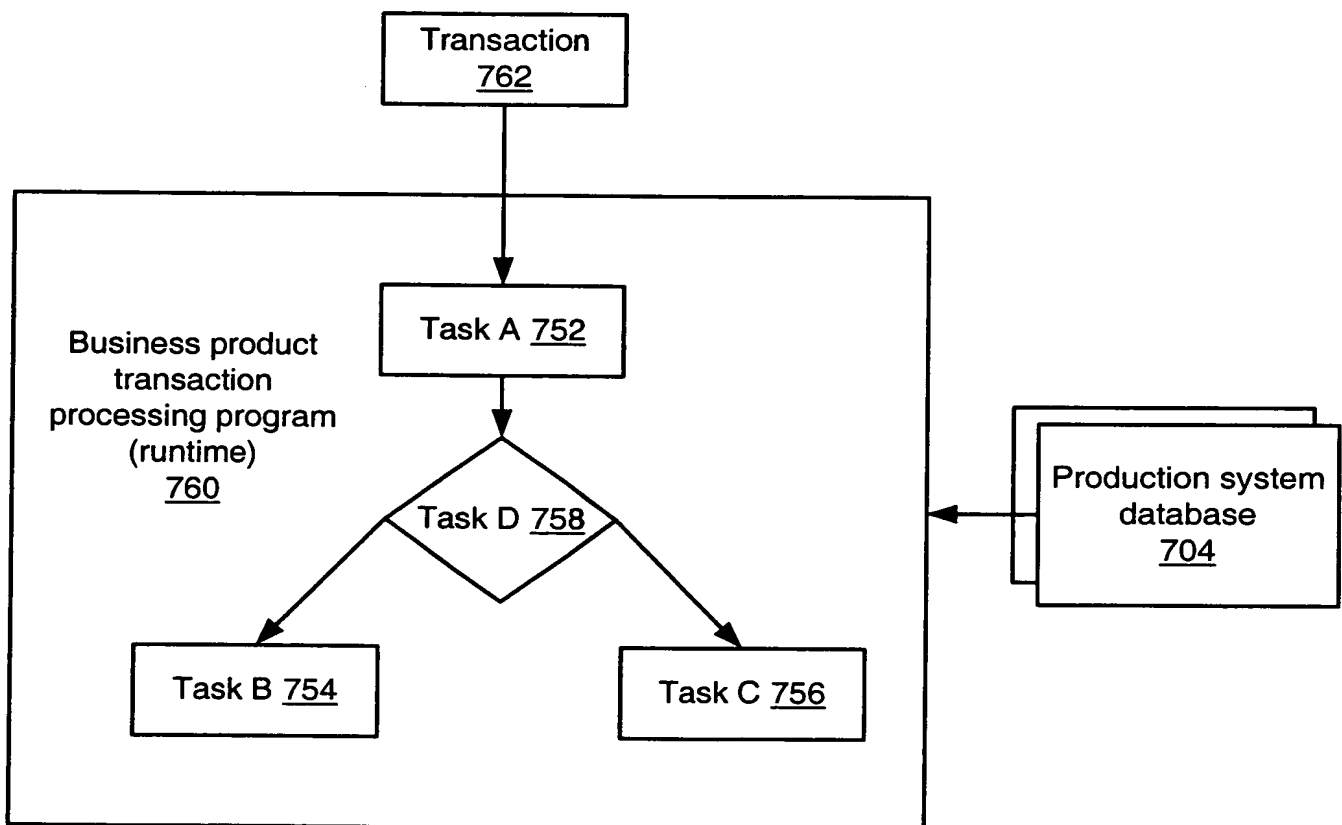


FIG. 18b

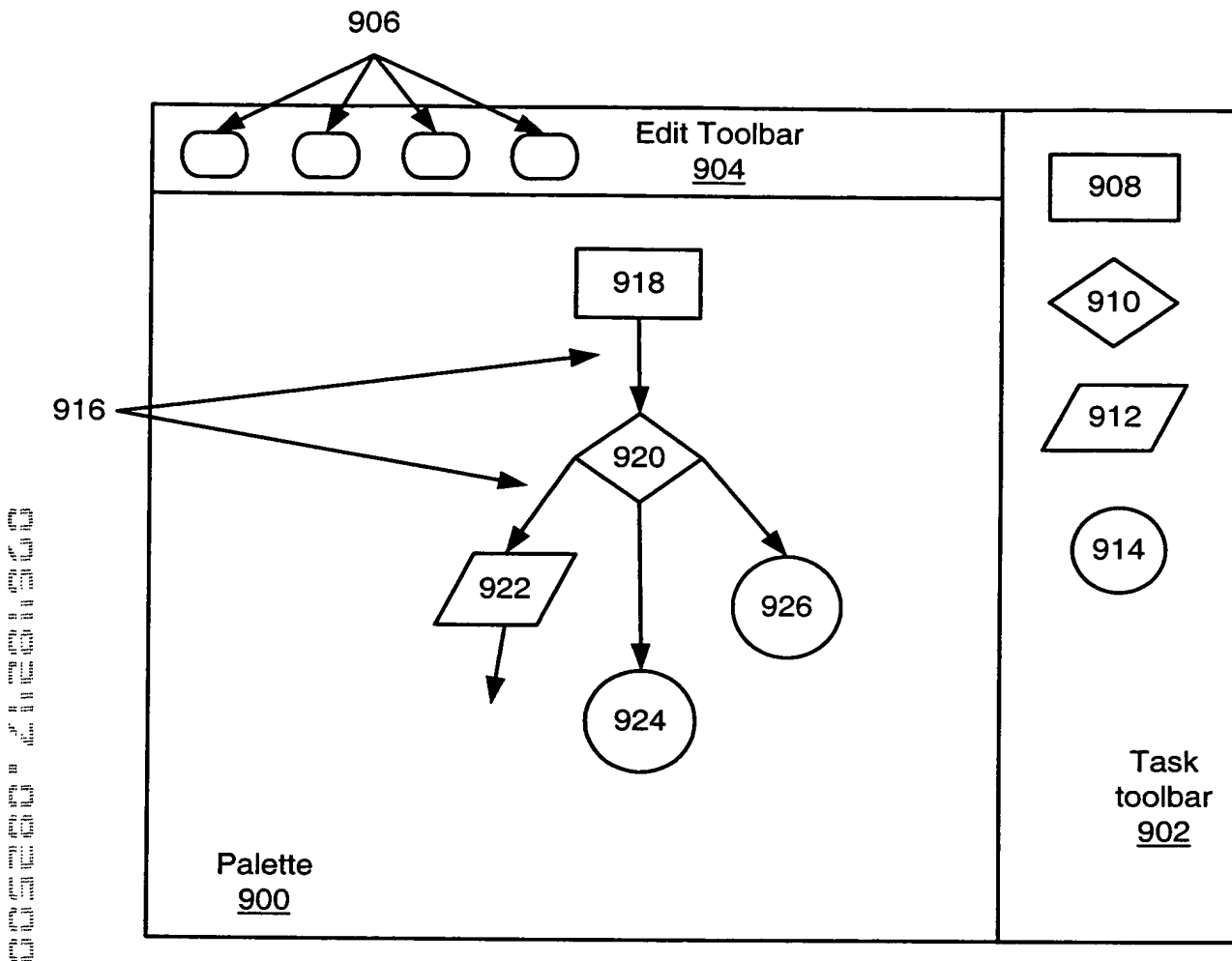


FIG. 19